E-mail Encryption User Manual

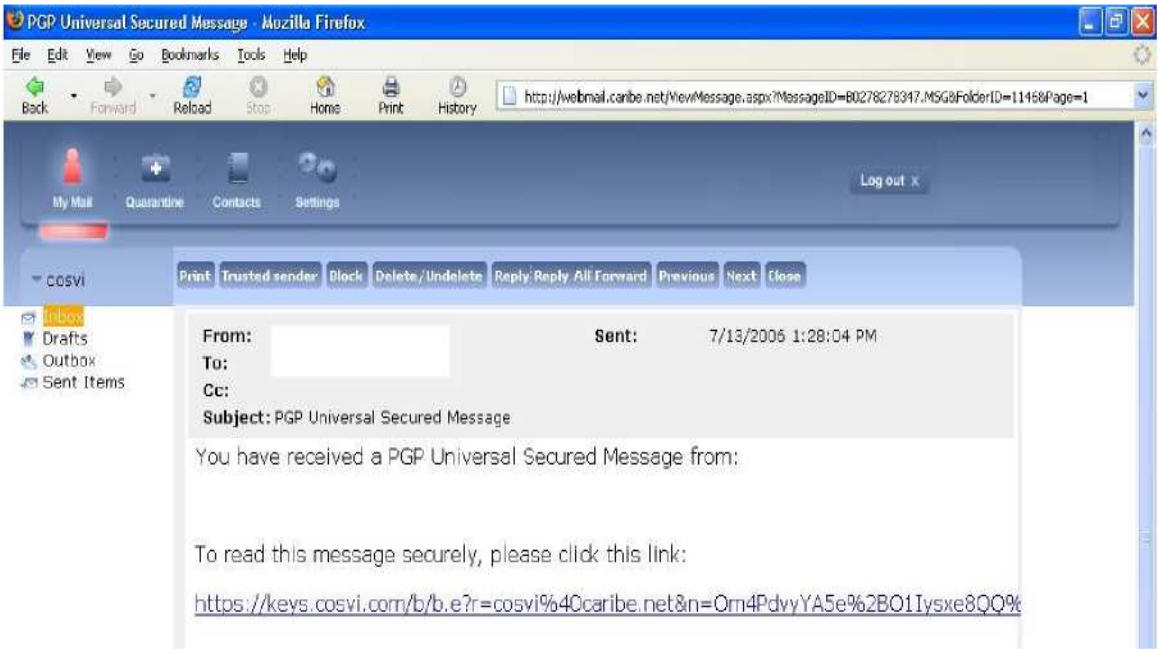
For COSVI Customers Only

September 13, 2007

Introducction.

The purpose of this manual is outlining the steps to be followed by our customers when they receive an encrypted email from COSVI.

1. When you receive an email containing PHI (Protected Health Information) you should follow the link as shown in the next figure to see its contents:



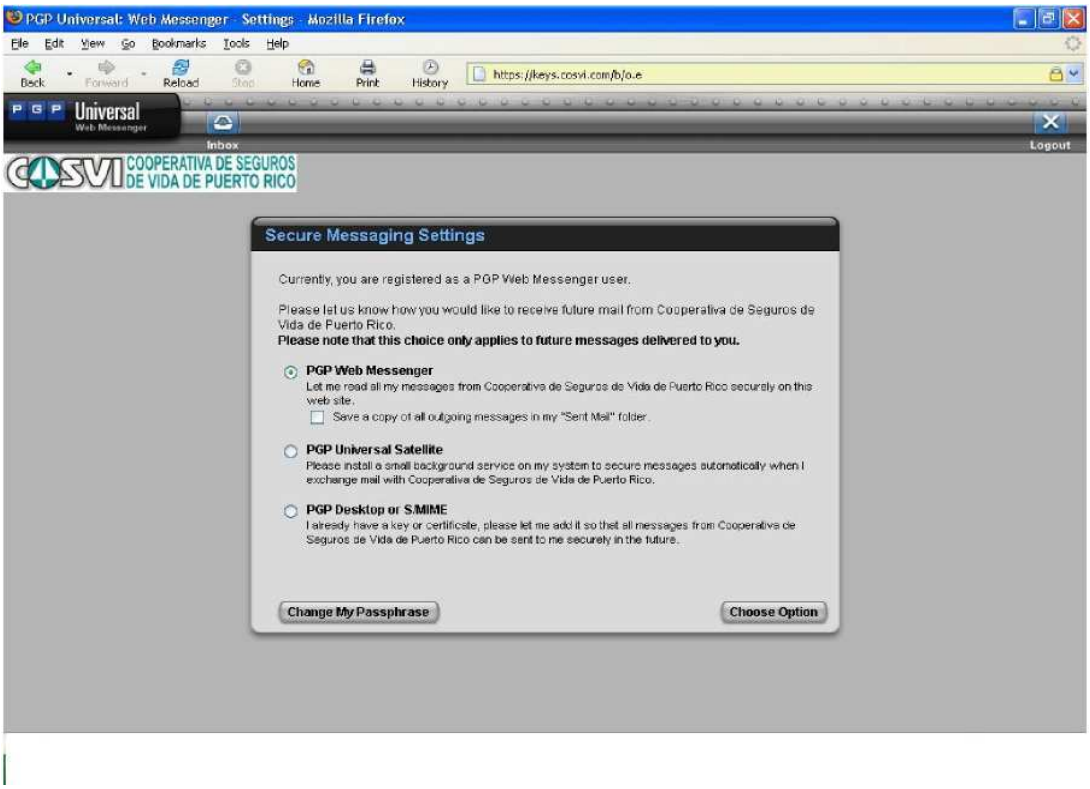
2. Once your Internet browser reaches the COSVI home page, you should assign a password to your email encrypted account. In other words, every encrypted e-mail will be stored in our system.

3. Once you've assigned your password, the system allows you to choose between two options:

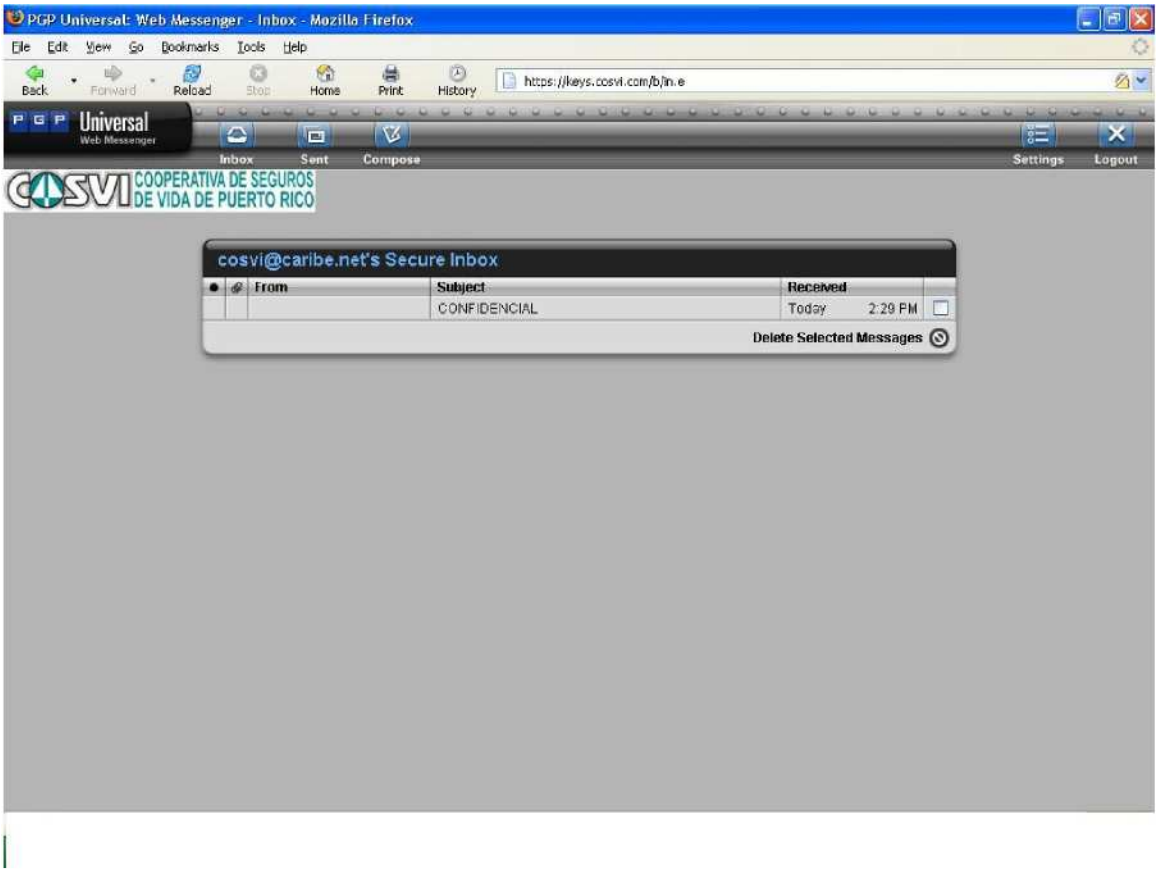
    a. PGP Web Messenger: The e-mails will be saved in our system and the recipient will have to connect to us to read them. This option is recommended when there is a small amount of e-mails to be sent or received.

    b. PGP Universal Satellite: It will install a program on your computer that allows you to receive and read the email encrypted as any other email and does not require a connection to the COSVI system to read them. This option is recommended only for cases where there is a large amount of encrypted e-mails.

    c. PGP Desktop or S/MIME: This option is not available for our customers.


PGP Universal: Web Messenger - Settings - Mozilla Firefox
File Edit View Go Bookmarks Tools Help
Back Forward Reload Stop Home Print History
https://keys.cosvi.com/b/o.e
PGP Universal Web Messenger
Inbox
Logout
COSVI COOPERATIVA DE SEGUROS DE VIDA DE PUERTO RICO
Secure Messaging Settings
Currently, you are registered as a PGP Web Messenger user.
Please let us know how you would like to receive future mail from Cooperativa de Seguros de Vida de Puerto Rico.
Please note that this choice only applies to future messages delivered to you.
PGP Web Messenger
Let me read all my messages from Cooperativa de Seguros de Vida de Puerto Rico securely on this web site.
Save a copy of all outgoing messages in my "Sent Mail" folder.
PGP Universal Satellite
Please install a small background service on my system to secure messages automatically when I exchange mail with Cooperativa de Seguros de Vida de Puerto Rico.
PGP Desktop or S/MIME
I already have a key or certificate, please let me add it so that all messages from Cooperativa de Seguros de Vida de Puerto Rico can be sent to me securely in the future.
Change My Passphrase
Choose Option

4. If you selected the PGP Web Messenger method (recommended if you do not want to install PGP in your computer), our system will take you to your mailbox where you will see all your encrypted messages. This mailbox has a capacity of 2 megabytes of space and messages will be retained by 2 months before being eliminated.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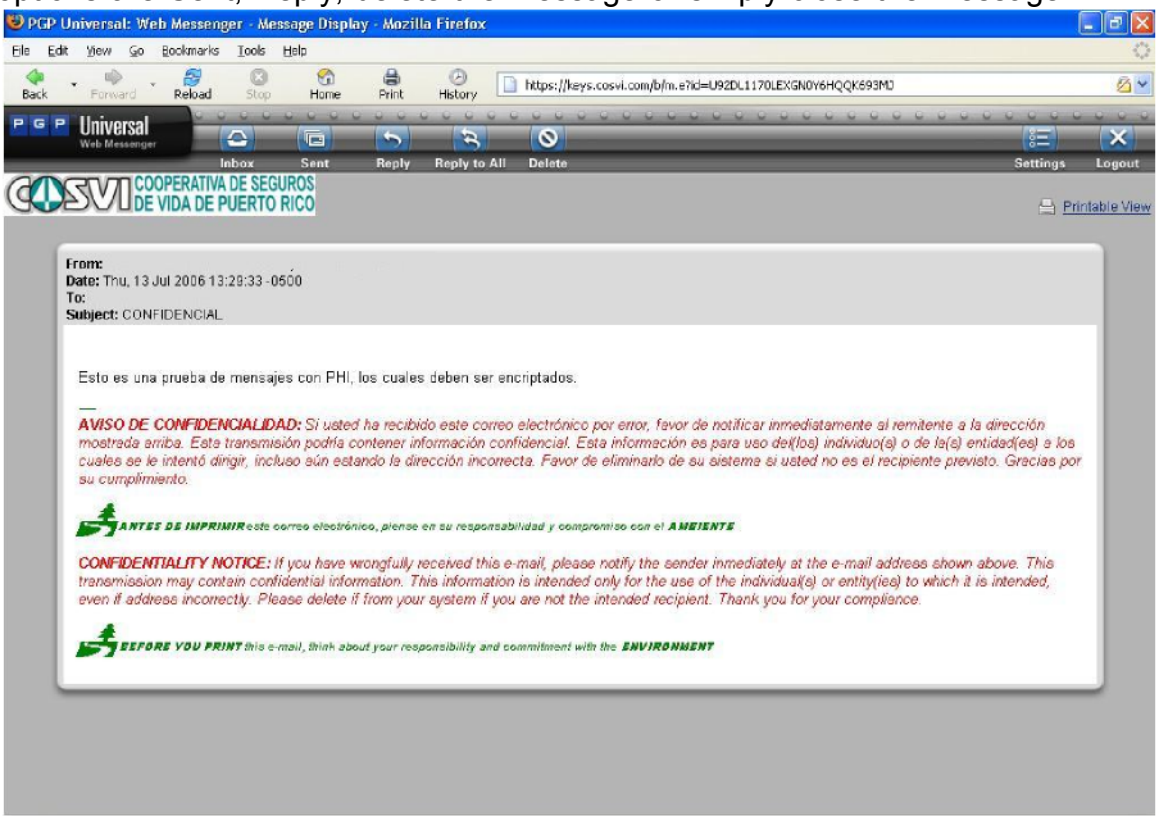
https://keys.cosvi.com/b/in.e
PGP Universal Web Messenger
Inbox Sent Compose Settings Logout
COSVI COOPERATIVA DE SEGUROS DE VIDA DE PUERTO RICO
cosvi@caribe.net's Secure Inbox
From Subject Received
CONFIDENCIAL Today 2:29 PM
Delete Selected Messages

5. When you select the desired message, it will be shown on screen. The options are Sent, Reply, delete the message or simply close the message.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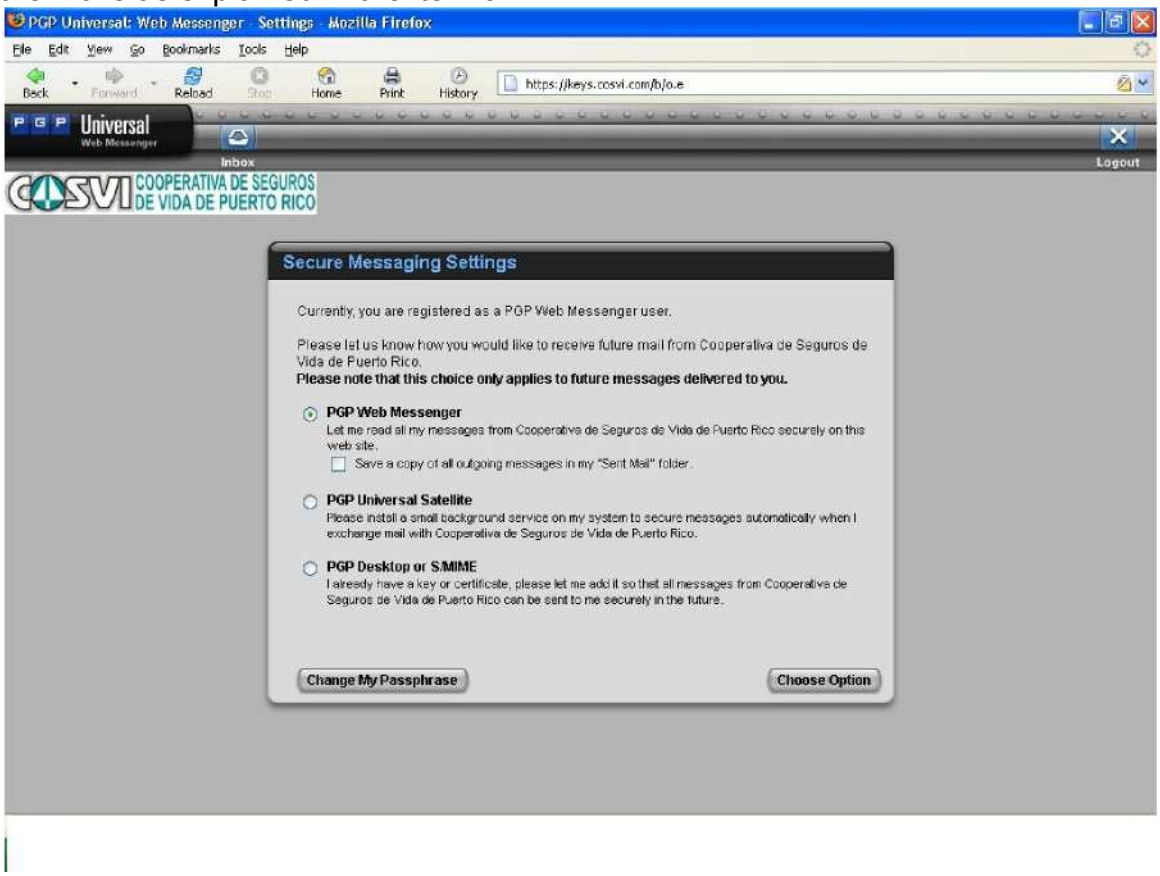
PGP Universal Web Messenger
Inbox Sent Reply Reply to All Delete Settings Logout
COOPERATIVA DE SEGUROS DE VIDA DE PUERTO RICO
Printable View
From:
Date: Thu, 13 Jul 2006 13:29:33 -0500
To:
Subject: CONFIDENCIAL
Esto es una prueba de mensajes con PHI, los cuales deben ser encriptados.
AVISO DE CONFIDENCIALIDAD: Si usted ha recibido este correo electrónico por error, favor de notificar inmediatamente al remitente a la dirección mostrada arriba. Este transmisión podría contener información confidencial. Esta información es para uso del(los) individuo(s) o de la(s) entidad(es) a los cuales se le intentó dirigir, incluso aún estando la dirección incorrecta. Favor de eliminarlo de su sistema si usted no es el recipiente previsto. Gracias por su cumplimiento.
ANTES DE IMPRIMIR este correo electrónico, piense en su responsabilidad y compromiso con el AMBIENTE
CONFIDENTIALITY NOTICE: If you have wrongfully received this e-mail, please notify the sender immediately at the e-mail address shown above. This transmission may contain confidential information. This information is intended only for the use of the individual(s) or entity(ies) to which it is intended, even if address incorrectly. Please delete it from your system if you are not the intended recipient. Thank you for your compliance.
BEFORE YOU PRINT this e-mail, think about your responsibility and commitment with the ENVIRONMENT

6. If you choose "Settings", you can change the password and/or how to receive the mails as explained in the item 3.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